

Critical Information Summary

KISS Mobile “Keep It Forever” plan (after May 2016)

Information about the service

KISS Mobile provides the “Keep It Forever” plan using the Vodafone mobile network. The plan provides customers with the ability to make and receive domestic and international voice calls, send and receive messages using SMS and MMS, and to access data services including browsing the internet. This is a SIM-only service, so you will need to supply your own handset that is compatible with the Vodafone network.

Bundling Arrangements:	The offer is not part of a service bundle
Compulsory Goods:	There are no compulsory goods bundled with the service.
Minimum Term:	There is no minimum term – this service is supplied on a rolling month to month basis. Customers are permitted to terminate the acquisition of the Service at any time.
Offer inclusions:	<p>Unlimited standard voice calls and SMS to Australian mobiles or standard national landline numbers, and a monthly data allowance as below.</p> <p>Data usage includes combined upload & download transfer and is charged per 25 MB or part thereof. Included data can only be used in Australia and expires every month. If you exceed the included data allowance, excess data rate will apply.</p> <p>Here are the options available under this plan:</p> <p>With 1.5Gb data – \$29.95 per month</p> <p>With 2Gb data – \$33.95 per month</p> <p>With 5Gb data – \$47.95 per month</p> <p>With 8Gb data – \$64.95 per month</p> <p>With 10Gb data – \$79.95 per month</p>
Offer exclusions:	Any other call or message types not in ‘offer inclusions’ are chargeable.
Important offer conditions:	The service is for personal use only, and may not be used in a ‘SIM Box’ or any automated calling device.
Important limitations:	The service is only available in Vodafone coverage area and is subject to network limitations and hardware capabilities.
Important restrictions:	The service operates in Australia only.

Information about Pricing

Minimum Monthly Charge:	<p>With 1.5Gb data – minimum charge of \$29.95 per month</p> <p>With 2Gb data – minimum charge of \$33.95 per month</p> <p>With 5Gb data – minimum charge of \$47.95 per month</p> <p>With 8Gb data – minimum charge of \$64.95 per month</p> <p>With 10Gb data – minimum charge of \$79.95 per month</p>
Maximum Monthly Charge:	There is no maximum – it depends on data usage.
Maximum Early Termination Charge:	There are no early termination charges, but if you cancel your service, any remaining credit on your account will not be refunded

Cost of a 2 Minute Standard Call:	Included in the plan
Cost of a National SMS:	Included in the plan
Cost of 1Mb of Data	The plan includes various data allowances. If you exceed the plan's monthly quota, 1Mb of additional data costs 5.0¢.
Number of Standard Calls:	As many as you want
Non-Standard Call Prices:	For all additional pricing information, please see http://www.kissmobile.com.au/sim-only-plans
Minimum Total Plan Cost:	\$29.95 (for the 1.5Gb data option)

Other Information

Call and data usage information:	To get call and data usage information, go to http://www.kissmobile.com.au/ and login using your e-mail address or mobile number, and go to the Dashboard
International Roaming:	Our plans do not support international roaming
National Roaming:	Any national roaming calls do not incur any additional cost.
Help and support:	To contact Customer Service, go to http://portal.kissmobile.com.au and login using your e-mail address or mobile number, and go to Support. Live Chat is also available on the website or you can also send an email to support@kissmobile.com.au .
Dispute Resolution:	If you have a dispute with KISS and wish to make a complaint, please go to http://portal.kissmobile.com.au and login using your e-mail address or mobile number, then go to Support, click on + New support ticket, and from the Type drop-down, select "Complaint". You can also directly lodge a support ticket on http://support.kissmobile.com.au/support/tickets/new .
TIO Contact Details:	If you are not satisfied with our handling of your complaint and you have escalated this within KISS Mobile, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (telephone 1800 062 058).

This is a summary only. Complete information about our service can be found at <http://www.kissmobile.com.au/regulatory>.

[update 26 September 2016]